"Recalculating!" Skills for When Life's GPS Takes an Unexpected Turn



North Dakota Governor's Workforce and Human Resources Conference September 17, 2015: 7:30 – 8:45 a.m. Brenda Clark Hamilton, MA Ed.

Bragging Time!

Tell one thing that you do well in your work...



Have you seen the latest technology?

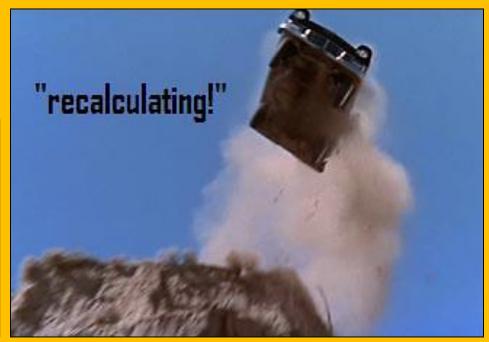


"Recalculating!": Skills for When Life's GPS Takes an Unexpected Turn





We've all been there...



As workforce professionals, the expectation is even higher...



Four Strategies for Navigating Your Work and Life

...including any unexpected turns, with wisdom, resilience, and finesse!



I. Create a Strong Mindset.

What is Your Mindset Most Days?



The Bank Robber Hypothetical*...

• You walk into a bank. There are 50 other people in the bank. A robber walks in and fires his weapon once. You are shot in the right arm. You were the only person hit by the bullet.

• The Big Question: Were you lucky or unlucky that day?

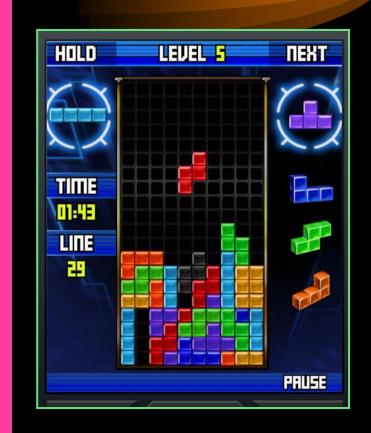
^{*}from The Happiness Advantage, Shawn Achor, New York: Crown Business, 2010

Your mindset absolutely affects how you handle life's unexpected turns.

The Tetris Effect:

Our minds get stuck in a pattern of viewing things a certain way

(Shawn Achor, Harvard University, 2010)



"Cognitive Afterimage":

Our brains "very easily get stuck in patterns of viewing the world, some more beneficial than others" (Achor, 2010)

• If you start noticing all of the negatives...

• This world view absolutely affects your energy level, success in life, happiness, creativity, and even your health!

"A person's level of optimism in the first year of law school predicted his income a decade later.

An increase of one tiny point on the optimism scale was worth an extra \$33,000 a year...

Optimists live longer, are healthier and happier, make better financial plans, and are more successful."

-- Tali Sharot, The Optimism Bias:

A Tour of the Irrationally Positive Brain, 2011

Most of time, do you see yourself as blessed and fortunate...or always getting the shaft?

- 1. ___I often think of how others have it better than I do.
- 2. ___I often think of how unlucky I am.
- 3. ___My boss clearly has favorites, and I am not one of them. He/she would not be happy even if I was the perfect employee!
- 4. ___I often think of how poorly my day is going.
- 5. ___I often think of how annoying people are.

- Purposefully focus
 on successes and the
 positive aspects of
 your colleagues,
 work, and life
- Be your own
 Spam Blocker
 (Achor, 2010)





II. Handle Change with Finesse.

• Change is a constant in most current industries.

- John P. Kotter (Harvard Business School):
 - "Threats and Opportunities"



• Discomfort during <u>transition</u> is to be expected:

- 1. Letting Go
- 2. Neutral Zone
- 3. New Beginning

(William Bridges, Ph.D., *Managing the Transitions*, 2009)



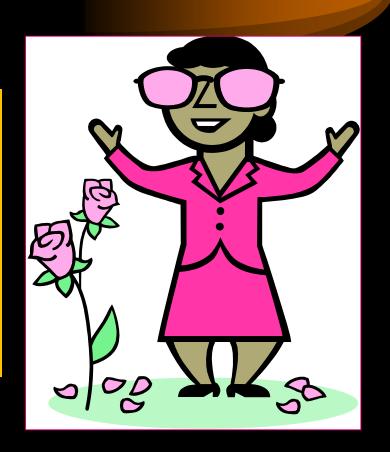
• Beware the 3 P's:

(Dr. Martin Seligman):

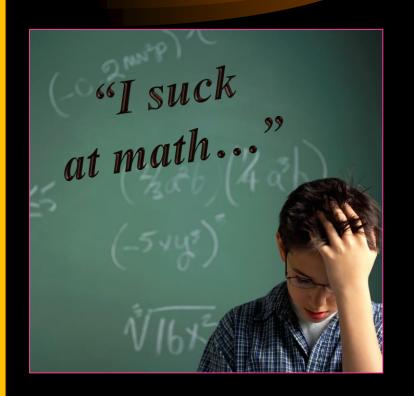
- **✓** Permanence
- **✓** Pervasiveness
- **✓** Personalization



• Be aware of Selective Memory



Foster a
Growth Mindset,
not a
Fixed one!
(Heath, Switch, 2010)



III. Determine Your Own Identity.

Four Key Identities:

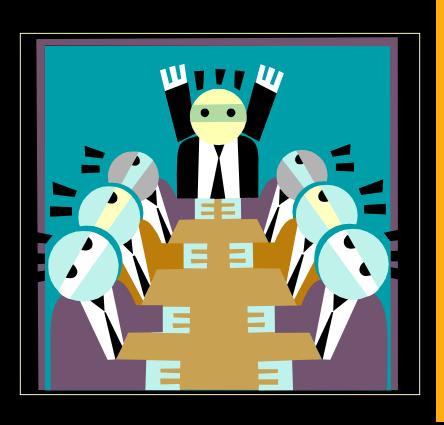
Remembered
Reflected
Programmed
Created

(Goldsmith, Mojo, 2009)



Create your
 own identity!
 Ask, "Who do
 <u>I</u> want to be?"





Know who is and isn't on your personal Board of Directors.

IV. Live and Work with Mojo!

- The Life Can Be Annoying Quiz!
- "Sounds like life to me."



Reality:

People are drawn to be around happy people.

(Diener & Biswas-Diener, Happiness: Unlocking the Mysteries of Psychological Wealth, 2008)

Mojo vs. Nojo

(Marshall Goldsmith, Mojo: How to Get It, How to Keep It, How to Get It Back If You Lose It, 2009)

- ✓ Take responsibility
- ✓ Move forward
- ✓ Run the extra mile
- ✓ Love doing it
- ✓ Appreciate opportunities
- ✓ Make the best of it
- ✓ Inspirational
- ✓ Grateful
- ✓ Curious
- ✓ Caring
- ✓ Zest for life
- ✓ Awake

- ✓ Play the victim
- ✓ March in place
- ✓ Satisfied with the minimum
- ✓ Feel obligated to do it
- ✓ Tolerate requirements
- ✓ Endure it
- ✓ Painful to be around
- ✓ Resentful
- ✓ Uninterested
- ✓ Indifferent
- ✓ Zombie-like
- ✓ Asleep

• Recognize when you are getting grumpy; Ask, "What do I need?"



Take Tony'sAdvice:

_____ and !





Learn to enjoy the Glazed Donut!

(Diener & Biswas-Diener, 2008)

The PSU HUG STUDY!

(Chipman, Eastern Psychology Association, Penn State University, 1999)



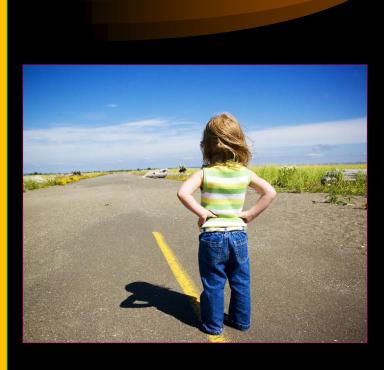
Recalculating!

What is one point that you will remember about successfully navigating life's unexpected turns?



A Closing Thought...

"We do not have to become heroes overnight. Just a step at a time, meeting each thing that comes up, seeing it is not as dreadful as it appeared, discovering we have the strength to stare it down." --Eleanor Roosevelt



A Closing Challenge ...

"You know, there's something that I could do to make this kid's day go a whole lot more smoothly."



Challenge: What do you uniquely have that might help make someone else's day go "a whole lot more smoothly"?



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